



An brief introduction to the Home Care Referral Registry
and how it works for clients, case managers and
home care workers in Washington State.

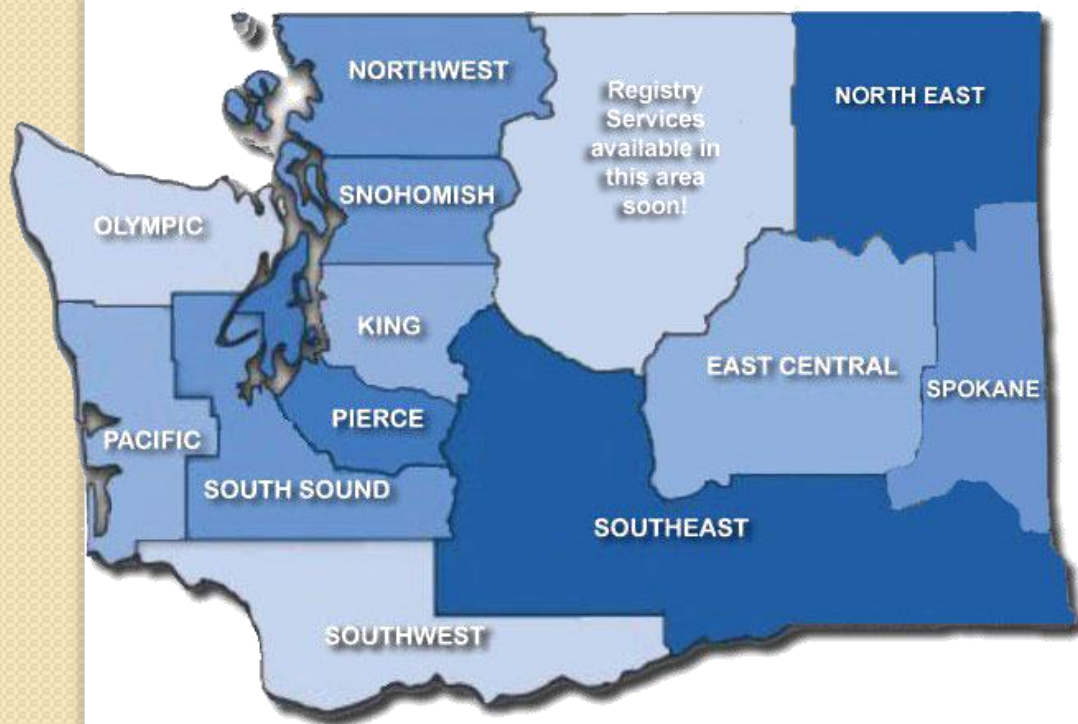
What is the Home Care Referral Registry?

The Referral Registry is a combination of web-based technology and localized support staff that help to match clients/consumers who receive publicly funded personal care in their own homes with pre-qualified, pre-screened home care workers.



Where is the Home Care Referral Registry?

- Referral Registry offices are located across Washington State.
- Registry Coordinators can be contacted by phone, e-mail or via the website.



1-800-970-5456

www.hcrr.wa.gov



How Can the Registry Help?

The HCRR can assist eligible consumers and their case managers by providing:

- access to a local pool of screened and pre-qualified home care workers.
- best matches for consumers based on specific needs and preferences.
- quick search access for case managers.
- workers for emergent and short term needs.



How Does the Registry Work?

Consumers-employers contact their local Registry office to submit a referral application stating their needs and preferences.

- Once data is entered into the Referral Registry, a list of worker names, based on the best-match criteria, is created.
- The Registry Coordinator will pre-contact potential workers and send the list to the consumer.
- Consumers can choose to interview and select their worker or ask for assistance in choosing the best match from the list.



How Does the Registry Work?

Potential or current Home Care Workers

(Individual Providers) contact their local Referral Registry to:

- submit an application specifying personal care tasks they are willing to do.
- identify their experience, availability and clientele they are willing to serve.



Applicants must be at least 18 years old, successfully complete a background check, a face-to-face interview and an introductory course prior to being listed on the Referral Registry.

Registry Options for Case Management

Case Managers can contact the local HCRR Coordinator to request a referral list for their client, or they can:

- Quick-search the Registry database to see potentially available providers for their client.
- Request a temporary worker for their client.





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